

Gathering to lick the food stamp error rate

Over 500 staff from throughout the agency attended the recent Food Stamp Conference in Tacoma where the focus was on efforts and successes in improving the food stamp payment accuracy rate.

Representatives came from the Community Services Offices, Economic Services' regional and headquarters staff, Home and Community Services Division, the Division of Fraud Investigations, and ACES.

Addressing the participants, Gov. Gary Locke said, "... let's put this effort to reduce food stamp error rates in its proper context:

You deal with this state's most vulnerable people. Your decisions often determine whether people can eat or have a place to live. And your goal — and my goal — is to help as many of these people as possible earn their way out of poverty and into a better life.

"... Our (WorkFirst) program is much more ambitious than simply reforming welfare. Our

plan is about helping all low-wage workers — not just those who've been on welfare — lift their families out of poverty. And it's about making sure that those who cannot work get the compassion, the care,

and the support they need to live in safety and security.

"The food stamp program is an extremely important part of all of this. Nothing is more basic than food, and nothing is more important to us than making sure that the people of this state have enough to eat...

"We have to keep faith with taxpayers if we want them to continue to support that food stamp program. If this program loses public support, it will be an enormous disaster for the low-income people we're working so hard to help. ...

"We want to reduce poverty, to care for those who cannot work, and to be the best possible stewards of every hard-earned tax dollar that citizens send our way...

"...We are making dramatic progress in reducing our food stamp error rate...

"I want you to know that I'm aware of how hard it has been for all of you. Trying to imple-



Marijo Olson, Bellingham CSO, and Dan Peyton, Region 3 administrator, were honored for their outstanding leadership.



Providing some humor to the food stamp challenge through their lyrics were the Burien CSO singers (from left) Gina Yotes, Linda Williams, Michael St. Clair, Elesa Rynning, and Kellye Monahan.

ment WorkFirst and reduce food stamp errors at the same time has been more than any of us would have chosen to take on...

For an overview of the food stamp situation see the article page 5

"I will continue to work with federal officials and with our Congressional delegation to make the (federal) rules simpler, and to give states more freedom to make the food stamp

program consistent with our goals and values...

"But more than anything else, I'm glad that each of you has made such a strong commitment to public services, to quality improvement, and to doing what's right for Washington's most vulnerable citizens.

"Thank you very, very much for your good work and for your willingness to serve the citizens and taxpayers of our state."

Inside

A caring supervisor makes a difference **2**

WorkFirst: The next steps **3**

It's quality across the department.....**5**

Web site gives local Y2K connections **6**

Achievement winners

Secretary Lyle Quasim honored individuals, teams and offices from across the state for their extraordinary efforts to reduce the food stamp error rate.

Governor's Performance Awards Individual

For outstanding achievement in food stamp payment accuracy with an accuracy rate that exceeds 95 percent

Sandi Bethel
Dana Bodnarchuk
Vatsana Boupthong
Jerry Crabb

Delores Donnelly
Loretta Fisher
Dana Gargus
Beverly Horrер

Chris Jobes
Esther Larson
Kathleen Mashburn
Jami Petrie

Nancy Price
Heather Sangrey
Shirley Sangrey

Juanita Simmons
Arlene Stormo
Elia Zeller

Secretary's Leadership Award

For outstanding vision and leadership in the food stamp payment accuracy initiative.

Marijo Olson
Daniel Peyton

More achievement winners are listed on page 5

Secretary's
corner
by Lyle Quasim



Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov



It never fails to amaze me how dedicated and accomplished you DSHS employees are. You achieve success after success. Since the beginning of the emphasis on quality, this department has had 42 process improvements featured in the Governor's Blue Book, *Governing for Results*. And that is only a fraction of the improvements you make individually and in teams throughout this great agency.

The work we do is tough. It's not often, but sometimes we fail to achieve the level of performance we're seeking. Such was the case with the food stamp error rate. We not only fell short, but in 1997 we had the highest error rate in the nation. And now Governor Locke has given us a new challenge — rise from the bottom and reach seven percent by October of this year!

We in DSHS are involved in a vast array of services, but we are connected as a department. We share our highs and our lows, and when one part succeeds, or falls short, we all feel the impact.

Just recall the Wenatchee child sex abuse case. While we were clearly found *not guilty* of negligence in conducting our child abuse investigation, the press coverage took its toll on the entire department.

Turning around the food stamp error rate is a very tough challenge in which we must prevail. Our quality improvement efforts and the hard work of dedicated staff are beginning to pay off. We're well on our way to reaching the goal. Our error rate is down over 50 percent over the same time last year. But we still have a long way to go.

The Economic Services Administration carries the majority of this challenge on their shoulders. I encourage those DSHS employees working on this issue to keep focused on the target. And I ask those of you working alongside them to offer encouragement and support! We will all feel the impact of their success!

For several months we have done an excellent job and much of this *NewsConnection* is dedicated to saying "thank you" to all the employees who have helped us achieve this. I know that with everyone's help we can reach the seven percent goal by October.

Lyle Quasim

From an employee

Dear Mr. Quasim,

My name is Linda Mooney and I am a financial worker with the Yakima Community Services Office. My state service has spanned 25 and 1/2 years.

During my tenure I have much to be thankful for. I have a job that I perform the very best I can at all times. In the last three to five years I have developed some extenuating health problems, some that will never be resolved. As an outstation worker at one of the local hospitals in Yakima, I am dedicated to providing worthwhile services to clients who need Medicaid.

My health began to decline more noticeably last year when I developed an upper respiratory infection. I was having some problems breathing. Dust became

an issue, as well as my lack of a sufficient immune system. I presented my problem to my administrator, Yolanda McGrann, who immediately went to work for me.

This is a note of "praise" for Yolanda McGrann. She had the walls or part-highs of my cubicle cleaned. She also had the janitors dust and clean all of the equipment in my cubicle. When, after some time, my symptoms developed again, she found a room to move me into and saw to it that an ionized air purifier was purchased for use in the room. This has had a big impact on my general health. While not being exempt from any new infections, I feel this showing of consideration for me as a worker has aided me in more ways than I can ever begin to tell you.

Ms. McGrann's concern for my welfare has touched me deeply. There is not a day goes by that I don't think about how fortunate I am that she took an active part to assist me in being the best state employee that I can be. She asks me periodically how I am doing and the state of my general health, which exhibits true leadership character. A leader who concerns herself with the condition of her subordinates can expect to achieve quality work from them.

I just wanted you to know that you have an exemplary administrator in Ms. McGrann who you can be proud of. I know I am.

Sincerely,
Linda Mooney,
Financial Services Specialist
Yakima Community Svcs. Office

WorkFirst Post-Employment Services

Next steps on the road to economic independence

Getting a job is a great first step, but what happens next can be even more critical to a WorkFirst participant's long-term success. As the TANF caseload has dropped, the number of WorkFirst participants employed 20 hours a week or more has skyrocketed past 50,000. In response, Washington's four WorkFirst agencies mobilized to offer "Post-Employment Services." The goal is to help employed participants keep their jobs and move up the career ladder toward independence.

These "Post-Employment Services" fall into three categories: 1) essential "support services" like child care, health care, work clothes, transportation, and more; 2) job retention; and 3) wage and skill progression. Together, they express the essence of WorkFirst's credo, "Get a Job, Get a Better Job, Get a Career." Best of all, these services do *not* count against a family's 60-month lifetime limit on financial assistance.

Services are delivered by four primary means: A) "WPLEX" in Employment Security (ES); B) case managers in DSHS and WorkFirst staff in ES; C) WorkFirst contract vendors; and D) community/technical college advisors. It's becoming clear that every service delivery channel must be used to

aid participants more quickly and efficiently. Here's an overview of how that works:

WorkFirst Post-Employment Labor Exchange (WPLEX) is a "call center" in West Seattle where ES staff proactively contact working participants on weeknights, weekdays, and Saturdays. WPLEX can deliver nearly all post-employment services over the phone and, when needed, refer clients to their case manager, a college advisor, or other resources.

Most importantly, WPLEX offers participants direct referrals to higher-paying job opportunities and tips on advancing on their current jobs.

Case managers evaluate participants and help them cope with any issues that threaten their employment. This includes offering essentials like child care and, when needed, referrals to "**job retention services**" contractors. These contractors offer advice on topics ranging from money management to on-the-job mentoring and problem resolution.

Community/technical college advisors guide participants to career-boosting, short-term

training opportunities. They also walk students through financial aid applications, testing, selecting courses, securing subsidized child care, and class registration. *Free* tuition is available to Post-Employment clients.

Despite the benefits available, many WorkFirst families still don't know about Post-Employment Services. To increase awareness, Employment Security, DSHS, and the State Board for Community and Technical Colleges recently launched a direct mail marketing campaign. Last month, more than 55,000 WorkFirst families found a "super-size" postcard in their mailbox. The customized message invited participants to investigate short-term training options at their local technical and community colleges. Names and phone numbers were given for each college, empowering participants to follow up immediately.

Colleges are tracking responses for analysis. Future postcard mailings will feature other services and will refer participants to their case managers and WPLEX for assistance.

WASHINGTON

WorkFirst



Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality DSHS

The myriad of projects are as varied as our clients

Over the past 1 & 1/2 years these pages have brought you updates on the quality activities occurring within each of the eight administrations. We are now offering a slightly different approach. Teams and individuals from across the agency are being featured in the same edition. We are continuing to share their successes, and sometimes their struggles in finding better ways to serve our many and varied clients.

If you have a co-worker who exemplifies "Quality Begins with Each of Us" then let us know. We want to show how it's not just in formal teams, but often in the small quiet actions of dedicated, caring staff that a culture of quality is truly nourished.

Send your suggestions to either your administration's quality coordinator (listed on page 4) or Bill Wegeleben at wegelewh@dshs.wa.gov or (360) 902-0852.

PROJECT: PUBLIC AWARENESS CAMPAIGN FOR TELEPHONE ACCESS SERVICES

Through community forums with stakeholders, the Office of Deaf Services (ODS) learned that people were unaware



Team members: (from left) G. Leon Curtis, Robert Lichtenberg, Renee Klosterman, Michelle Reed, Colleen Rozmaryn, and Fran Dunaway. Not pictured: Derek Himeda and Dawn Shaw.

that telephone access services were available through the Washington Relay Services. Also, many didn't know about a program that distributed telecommunications devices to eligible state residents. They also found that many deaf and hard of hearing users of the state relay services were hung up on by businesses.

The office decided to conduct a public awareness campaign to educate residents and businesses. After receiving a bid for \$1.9 million to do such a campaign, they decided to seek "best practice" examples from across the country. Through networking efforts with other states, ODS learned how to develop a televised media campaign for much less. As a result, three 30-second public service announcements (PSAs) were produced by Washington Interactive Technologies and ODS that aired statewide and only cost \$71,000.

Results:

- A savings of \$1.8 million in expected public relations costs.
- PSAs reached an audience of over two million people during busy day and evening programming.
- After the first program aired there was a fivefold increase in requests for telephone amplification devices.
- Businesses are more aware of the Relay Service as a customer service and a potential tool to support their employees.

PROJECT: TRACKS REVAMPS 25-YEAR-OLD SYSTEM



Team members: (from left, standing) Phil Wozniak (sponsor), Lynn Graham, Roger Slack, Neil House (General Administration), Wanda Emmick, Diane Deleon, Tom Hoey, Teresa Sapp, Ron Fisher; (seated) Paul Nicholson, Rick Meyer, and James Watson. Not pictured: Charles Hunter, Robert Beets, Darin Matson, Dan Remy, Brian Richardson, and Pat Kohler (GA).

The 25-year-old Agency Inventory System included manual paper processing, storing supporting documents, and use of duplicate data bases to ensure accuracy of asset transactions. Staff had to authenticate disposal authority and manually process forms between field offices and General Administration. Staff in DSHS offices usually had to add inventory duties to their other responsibilities, thus frequently it wasn't done.

The TRACKS system replaced paperwork and manuals with electronic forms and related databases. Turn around time for purchase approval has been reduced. Plus, a training manual is now online and easy to follow.

Results:

- A savings of almost \$80,000 in paper, mailing, and mainframe use costs each year.
- A savings of more than 24,000 staff hours each year for headquarters staff and about 12,000 staff hours for field staff.
- Fixed assets are now tracked from purchase to disposal, with an online six-year history of all inventory transactions.
- The real-time databases can create forms and reports for management use.
- Surplus equipment is listed online for 45 days. Surplus approval time was reduced from two weeks to one day.

A day for sharing quality at MAA



Planning Committee members: (from left, back) Donna Laurence, Jeanette Elliott, Kathie Hershey, Dorothy Smith, Tamisha Garrett, Connie Riddle; (front) Judi Petersen, and Denise Barker. Not pictured: James Smith, Phyllis Coolen, Dr. Eric Houghton, and Wolf Swartzkopf.

"We don't do enough celebration of success," said Nancy Troxell, quality coordinator for Medical Assistance Administration. To change that, staff from throughout the administration hosted the first annual MAA Quality Day.

"People in MAA are very committed to their clients. Even when they do accomplish something great, they don't take time to give themselves credit for it," said Troxell.

The headquarters building on Plum Street in Olympia was the site of the special day that included sharing best practices. In addition, work units created displays with information about their jobs and the process improvements they're involved in.

To cover unanticipated costs, the division directors and office chiefs all reached into their own pockets to purchase the extras.

Guest speaker Rene Ewing, Gov. Locke's quality advisor, shared her vision of quality with attendees.

Projects across the agency focus on clients

PROJECT: LifeBook Project



Team members; Leadership Institute (LI) volunteers: Leslie Meik, Russ McClintick, Jane Christensen, Eddie Underwood, and Marta Wilson. Not pictured: Rico Cayetano (LI) and DCFS staff : Chris Trujillo, Carol Schmidt, and Laurie Mayer.

By policy, social workers in the Division of Children and Family Services are required to provide a LifeBook to all DCFS children being adopted.

The LifeBooks are a therapeutic life story book that provides a bridge between the adopted child’s past and future. Many staff did not understand the importance of the books and many adoptions were delayed waiting for LifeBooks to be completed. In addition, the books were difficult to compose and the quality varied significantly across the state.

A work group of six volunteers and two staff developed a manual that allows volunteers and/or staff to create LifeBooks of consistent therapeutic and visual quality through a simpler, faster process. The manual provides easy to use (fill in the names) sample paragraphs that address the sensitive issues that have resulted in permanent alterations in the children’s lives.

Draft manuals were reviewed by adoption workers, assistant attorneys general, foster parents, and child therapists. The final draft was field tested for six months in Region 4 by the Kent, Bellevue, Native American, and Seattle South offices. They secured a grant to purchase albums and supplies from Creative Memories, and on-going funding will be provided by Treehouse in King County.

Results:

- The LifeBook Project far exceeded its goals in the actual number of books completed, in standardizing their quality, and in reducing the amount of time needed to create them.
- The number of LifeBooks produced in the six-month field test increased from three to 36.
- The time needed to complete a LifeBook dropped from 72 hours to an average of 12.5.
- Social work staff and adoptive parents are now more aware of the importance of the books.

ADMINISTRATION QUALITY COORDINATORS		
Administration	Coordinator	Phone Number
Aging & Adult Services	Deanna Rankos	(360) 493-2613
Children's	Chris Trujillo	(425) 649-4181
Economic Services	Margaret Vogeli	(360) 413-3013
Executive	Lois Felber	(360) 902-7814
Health & Rehabilitation Services	Dori Shoji	(360) 902-7762
Juvenile Rehabilitation	Cheryl Colglazer	(360) 902-8081
Management Services	Alice Liou	(360) 902-0216
Medical Assistance	Nancy Troxell	(360) 586-7033

DSHS QUALITY RESULTS		
October 1997 to January 1999		
Since the beginning of our Quality approach, DSHS has achieved the following results:		
	DSHS	All State Agencies
Quality Projects	80	800
Savings Amount	\$20,845,595	\$42,549,282
FTE Hours Saved	111,060	337,082
Revenue Generated	\$3,402,000	\$8,235,528

PROJECT: ESA MAILING LIST PROJECT



Team members: (from left, standing) Ian Horlor, Roy Rocchi, John Kelly, Kay Kitna, Nancy Koptur, Val Ivey, Mark Westenhaber, Paula Pelletier; (front) Amy Daland, Milladean Clark, Kevin Sullivan, and Sydney Dore. Not pictured: Carolyn Horlor, Judith Rickard, Kay Hanvey, and Tom Medina.

Last year, the Economic Services Administration (ESA) Regulatory Improvement Team (RIT) formed a sub-team to work on updating and streamlining all the ESA mailing lists used to send out statutorily-mandated rule filings. The old lists no longer reflected up-to-date WAC numbers, correct program names, or accurate addresses. The RIT gathered all mailing lists used throughout the administration. They surveyed everyone on the lists to see who wanted to continue receiving WAC mailing. They were also asked to choose whether they wanted to receive full copies of each filing, a summary of the filing, or an e-mail about the filing.

Of the 1,000 people receiving full copies of ESA filings, only 165 chose to continue receiving full copies, 136 chose to receive one-page summaries, and 99 wanted rule filing information sent via e-mail.

Results:

- A savings of \$22,700 annually in mailing costs.
- Customer service was improved by allowing people to choose the format in which they wanted to receive the information.
- Consistency was established across all divisions in how these mailings are done and who receives them, plus a system was established to keep the lists updated.
- New, less expensive, technology was used.



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the eight administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

Staff embrace challenge of turning around food stamp error rate

In federal fiscal year (FFY) 1997, Washington State had the lowest food stamp payment accuracy rate in the nation-- 85.5 percent. In January 1998, when the extent of the state's problem came to light, the department moved decisively to turn things around. Since then, state staff have been working hard to improve the accuracy rate.

Some of the things that have been done:

- ESA developed a new computer program that allows Food Stamp case auditors and others reviewing cases to enter data about payment errors. This provides valuable information about the cause of the payment error, information that can be used to identify training needs, policy changes, and other modifications to assist staff.
- CSO staff increased auditing of new food stamp cases and cases up for review. In addition, staff are required to verify shelter and utility costs, as well as household composition, all high error elements.
- ESA is working to simplify food stamp policies, both at the state and federal level.
- ESA implemented a "clean sweep" in 19 Community Service Offices (CSOs) around the state. In

Clean Sweep CSOs, *every* food stamp case was reviewed. In all, over 65,000 food stamp cases have been reviewed since Jan. 11. In addition, in every other office in the state, new applications and transfer-in cases were reviewed.

The focus of these reviews was for department staff to make sure that food stamp benefits were right, and, if not, to correct them. Many food stamp payment errors are the result of the department failing to act on information in the case record, or incorrectly inputting data in the Automated Client Eligibility System (ACES). Many cases have been corrected as a result of the reviews and audits, so the department's payment accuracy is increasing.

- The Division of Fraud Investigation (DFI) assisted with teams of investigators that visited clients in their homes to verify questionable information.
- ACES staff have increased efforts to reprogram ACES so that food stamp benefits determination is more efficient and accurate.
- Home and Community Services (HCS), which manages a small portion of the food stamp caseload, is conducting a 100 percent review of cases to find and correct errors.

"All this hard work appears to be paying off," said Liz Dunbar, assistant secretary of Economic Ser-

vices Administration. "The current FFY 1999 accuracy rate is 91.2 percent. While this is only four months' worth of data (October, November, December 1998, and January), it is encouraging because it is a significant improvement over the previous accuracy rate."

Gov. Gary Locke's expectation is that the department achieve a cumulative accuracy rate of 91.5 percent for FFY 1999 and a sustainable accuracy rate of 93 percent by September 1999.

"We are well on our way to meeting that expectation," said Dunbar. "But the department must continue to find ways to increase accuracy and improve the quality of all the work we do in the CSO." To this end, the department expects to have Quality Improvement Teams established in every CSO by the end of June.

"The state's improvement to 90.5 percent payment accuracy is even more remarkable in light of the fact that nationally, payment accuracy is declining. Department staff have earned the right to be proud of their accomplishment."

Dunbar added, "The commitment to meet the Governor's expectation is strong, and the spirit among CSO staff is high. The department is headed in the right direction and things are in place that will lead us to an even higher payment accuracy rate."

Heart disease is the number 1 killer of women in the United States

The most common symptoms of heart attack in women are (the ABC's):

Angina (or chest pain) — neck pain or deep aching and throbbing in the left or right bicep or forearm

Breathlessness — or waking up having difficulty catching one's breath

Clammy perspiration

Dizziness — unexplained lightheadedness, even blackouts

Edema — swelling, particularly of the ankles and/or lower legs

Fluttering (or rapid) heartbeats

Gastric upset (or nausea)

Heavy fullness — or pressure-like chest pain between breasts and radiating to the left arm or shoulder.

In you experience heart attack symptoms, don't delay — call 911

Diversity Calendar

Each month throughout the year *The NewsConnection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. If you have a special date you would like considered for inclusion or want more information on the Diversity Initiative, contact Patte King at KingPL@dshs.wa.gov. Not all dates can be included because of length constraints.

- May
- ASIAN PACIFIC AMERICAN HERITAGE MONTH
- 1 May Day-International Labor Day
 - 2 Indonesia: Education Day
 - 3 Japan & Poland Constitution Day
 - 3-9 Public Service Recognition Week
 - 5 Mexico: Battle of Puebla
 - 8 France: Liberation Day
 - 9 Mother's Day
 - 12 International Nurse's Day
 - 17 Norway: Constitution Day
 - 19 Malcolm X Birthday
 - 21 American Red Cross Day
 - 24 Canada: Victoria Day
 - 25 African Freedom Day
 - 31 Memorial Day

- June
- GAY PRIDE MONTH
- 1 Samoa: Independence Day
 - 5 World Environment Day
 - 6 Swedish Flag Day
 - 11 Hawaii: King Kamehameha I Day
 - 12 Philippines: Independence Day
 - 14 US Flag Day
 - 15 South Korea Farmer's Day
 - 16 South Africa: Soweto Day
 - 17 Iceland: Independence Day
 - 19 Juneteenth Freeing of Slaves in Texas
 - 20 Father's Day
 - 21 First Day of Summer
 - 22 El Salvador: Teacher's Day
 - 25 US: Gay Pride Day
 - 27 Helen Keller's Birthday
 - 28 Anniversary of Stonewall-Gay/Lesbian Movement
 - 30 Zaire: Independence Day

Achievement winners

Governor's Performance Team Award

For outstanding achievement in food stamp payment accuracy with an accuracy rate that exceeds 95 percent.

Bremerton CSO Financial Unit 3

Leslie Allaway

Sandi Bethel

Delores Donnelly

Loretta Fisher

Chris Jobes

Jeann Rinehart

Judi Stewart

Cheryl Thomas

Lisa Trout

Lisa Wheaton

Elia Zeller

Spokane East CSO TANF Financial Unit (#1)

Cindy Harris

Signe Hoerner

Mike Hulin

Carrie Humphrey

Grace Kimm

Leslie Loranger

William McCracken

Lois Oberholtzer

Joan Orcutt

Robyn Percy

James Plourde

Patrick Potter

Dave Reamer

Elizabeth Rucsio

Bonnie Schulz

Kathy Stoy

Elizabeth Swenhaugen

Jill Thilbault

Sandra Walen

Terri Wright

Spokane East CSO TANF Financial Unit (#2)

Leta Burns

Kathy Conway

Sandra Doutre

Carolyn Duke

LeAnn Fallis

Jan Ferguson

Maureen Furshong

Mary Grose

Spokane East CSO TANF Financial Unit (#2) cont.

Kathy Hastings

Barbara Jensen

Kathy Heitner

Steve Heitner

Donald Hendrix

James Kern

Toni Langwell

Laura Leger

John McCluskey

Margaret Milne

Sidney Nicholson

Nadine Parrish

Roy Robinson

Dannette Scott

Judy Scott

Judy Tipton

Sonnye Ward

Secretary's Outstanding Performance Award – Teams

For exceptional performance in food stamp payment accuracy with an accuracy rate of at least 93 percent.

Puyallup Valley CSO Quality Enhancement Team

Henry Gardea

Gail Hamlin

Marie Harmonson

Grace Hutchins

Rufus King

Leslie Kozak

Gonzella Reed

Janie Sheehan

Sandra Sommers

In-Service Training Process at Pierce North CSO

Patricia Armstrong

Carolyn Horlor

Euda Kosier

Fay Lazzareschi

Jim Lynn

Bev Myers

Orv Nimister

Tom Parsons

Bob Peters

Fran Pieterman

Bea Reese

Joanne Weaver

Pat Yeager

Secretary's Appreciation Award

For outstanding contribution to the food stamp payment accuracy rate.

DFI Food Stamp Statewide Accuracy Team (SWAT)

Mark Anderson

Rob Andrzejewski

Bill Bentler

Lowell Bieber

Jerry Chastain

Ed Dahlquist

Rick Gaynor

Lisa Harvill

Cheri Lucas

Patti Martinez

Pat Park

Greg Powell

Cheri Ramirez

John Thompson

John Williams

Division of Fraud Investigation Video Conferencing

Gail Brown

Des Kintner

Dong Ngyuen

Kathy Chapman

Cyndi Schaeffer

Pat Park

Carol Edwards

Jan McClintock

DFI - Sky Valley CSO Food Stamp Accuracy Project

Cathy Beltz

Darcy Deach

Mark Doherty

Patti Omdal

Pat Park

Regional conference focuses on families

The **Northwest Family Resource Conference**, “Open Doors for Families,” is focusing on opening doors to critical resources for families in Alaska, Idaho, Montana, Oregon and Washington.

The conference is June 2-4 at the Westin Hotel, Seattle. Parents, family members, educators, policy-makers, business leaders, advocates, community and religious leaders and health and human service providers will present their diverse experiences and knowledge of what’s working to strengthen families in their communities.


There will be 70 workshops in four conference tracks, keynote addresses by nationally-renowned experts on families and communities and panel sessions with NW leaders involved in research and family support initiatives and programs.

The conference registration brochure is available online at: <http://www.government-direct.com/~nwfrc/nwfrc.html> You may also register by telephone (206) 543-5736 with a credit card. **Registration fees:** \$235; Thursday only fee: \$95; Awards luncheon only: \$45

For more information, contact Chaya Siegelbaum at (206) 685-1691 or e-mail: chayas@u.washington.edu.

Shared leave

Charlene Ramirez with the Children’s Administration recently had a back fusion and is in need of shared leave. For more information, contact Debbie Sherman at (425) 339-4772.



RETIREMENTS

Adames, Rudy 27 Yrs. Division of Management and Operations Support	Kester, Anita M. 13 Yrs. Yakima Valley School
Alvarado, Angie 32 Yrs. Division of Management and Operations Support	Kludas, Susan G. 30 Yrs. Division of Vocational Rehabilitation
Barrett, Lawrence H. 27 Yrs. Division of Children and Family Services	Kosbab, Neil G. 21 Yrs. Aging and Adult Field Services
Baydek, Donna L. 37 Yrs. Oakridge Group Home	Latl, Sandra A. 30 Yrs. Aging & Adult Field Services
Bonnema, Frances 32 Yrs. Information Systems Services Division	Maddox, David 29 Yrs. Fircrest School
Briden, Elaine F. 9 Yrs. Division of Children and Family Services	McNish, Margaret K. 1 Yr. Aging and Adult Field Services
Burgy, Margery J. 15 Yrs. Fircrest School	Myers, Donald E. 22 Yrs. Lakeland Village
Cleveland, James A. 26 Yrs. Medical Lake Plant Maintenance	Ranzenbach, Robert 29 Yrs. Child Study & Treatment Center
Colyar, Daniel J. 30 Yrs. Lakeland Village	Rowe, William A. Jr. 16 Yrs. Rainier School
Diaz, Linda E. 31 Yrs. Rainier School	Schmitt, Harry L. 19 Yrs. Rainier Community Services Office
Goberville, Patricia 21 Yrs. Division of Vocational Rehabilitation Region 2	Sonntag, Richard 18 Yrs. Western State Hospital
Hargrave, Barbara E. 30 Yrs. Division of Assistance Programs	Thompson, Janyce K. 21 yrs. Aging & Adult Services Administration
Hein, Jeri A. 36 Yrs. Aging & Adult Field Services	Tobin, Charlotte R. 25 Yrs. Kennewick Community Services Office
Kamper, Cynthia 30 Yrs. Kelso Community Services Office	Tovar, Manuel J. 15 Yrs. Western State Hospital
	Weber, Patrick A. 30 Yrs. Division of Alcohol and Substance Abuse

These employees retired in March 1999

New Web site “personalizes” Y2K information including updates from local service providers

The Governor’s State Year 2000 Office has developed a new database, posted on the Internet, that gives Washington residents access to Year 2000 technology information from many of the state’s major service providers.

The information covers hundreds of service providers in seven sectors of the economy: city and county government, emergency services, financial institutions, telephone, electricity, and natural gas. Customers can find out how their local providers are addressing Year 2000 readiness concerns.

The database is available on the state government *Access Washington* Web site at <http://access.wa.gov/2000>.


Gov. Gary Locke recently released the first Washington State Year 2000 Readiness Report that reviews Year 2000 technology transition

preparations occurring in the state. The report includes information from state agencies as well as local governments, private-sector companies, and several federal agencies.

In addition, the state, the Association of Washington Cities, and local governments are co-sponsoring a series of community workshops “Y2K: Will You Be Ready?” to help communities and businesses prepare for technology issues related to the Year 2000.

The “Your Personalized Year 2000 Profile” database, the complete text of the Washington Year 2000 Readiness Report, and a schedule of the community workshops all are available on the Internet at <http://access.wa.gov/2000>.

Watch for an update on the progress being made at DSHS to minimize Year 2000 technology impacts in the June edition of *The NewsConnection*.



SERVICE MILESTONES

Region 1 5 Bruce, Robert 5 Cunningham, Kevin 5 Mikkelsen, Norene 5 Valdez, Raquel 5 Valdez, Sonya 10 Donnelly, Lorena 15 Alderson, Ronald 15 Berry, Dorothy 15 Brower, Howard 15 Roberson, Johnny 15 Roberts, Jane 15 Sanchez, Jeri 15 Smart-Dollahite, S.B. 15 Virnig, Thomas 20 Pardo, Pamela 25 Hansen, Erol 25 Lindgren, Connie 25 Pratt, Donald	 Region 5 5 Heassler, Sina 5 Niles Jr., Samuel 5 Witham, Nancy 10 Roberts, Sherry 15 Pollock, Susan 15 Stewart, Janet 20 Purdy, Donna 20 Tompkins, Bettie 25 Engle, Barbara 25 Johnson, Maren 30 Boozer, Jerrie	 Region 6 5 Dynes, Kathleen 5 Semon, Brandy 5 Stajduhar, Leah 10 Cottingham, Janet 10 Mumford, J. Robert 10 Wilson, Liana 15 Allman, William 15 Bonaparte, Willa 15 Patten, Jane 15 Yaddof, Susan 20 Hallett, Brian 20 Kamps, Diana 20 Lee, Carol Ann 30 Daracunas, Lavina 30 Ettinger, Laura 30 Lail, Sandra 35 Pinto Jr., Sherman	 DSHS Headquarters 5 Carper-Dunk, Krista 5 Fry, Jonathan 5 Haak, Lynn 5 Hunt, Elaine 5 Jetter, Susan 5 Montoya, Teresa 5 Pannkuk, Richard 5 Spencer, Holly 10 Alcantara, Victor 10 Beerbower, Riley 10 Boze, April 10 Brown, Kathleen 10 Coan, M Victoria 10 Cosgrove, Paulette 10 Fickel, Camille 10 Hart, Tracy 10 Johnson, Gloria 10 Mattson, Barbara 10 Medina, Thomas 10 Olson, Heidi A 10 Rodriguez, Edward 10 Schedin, Richard 10 Thompson, Stephen 10 Wu, Linda 15 Atkinson, Phyllis 15 Benton, Robert 15 Breard, Leota Jean 15 Burnett, Teresa 15 Fulton, Jo-Ann	 Consolidated Support Services 5 Gard, La Dona	 Eastern State Hospital 5 Wu, Yen Chang 10 Kreilkamp, Mark 10 Mason, Richard 10 McAdams, Carol 10 Warner, Vivian 10 Williams, Danette 10 Wing, Deborah 10 Wood, Vicki 15 Crane, Peggy 15 Hoeche, Troy 15 Johnstone, Guylin 15 Kaminski, Cindy 15 Raulston, Randy G. 15 Rauter-Tuerke, Debra 15 Thompson, Betty 25 Salmon, Rosalie 30 Schell, Nancy	Echo Glen Children's Center 5 Belluomini, Vicki 5 Benjamin, Steven 35 Walter, Richard	 Fircrest School 5 Himple, Kevin 5 Nelson, Susan 10 Bell, William 10 Delamerced, Lourdes 10 Doyle, Brenda 10 Fahrney, Mary 10 Henry, Mary Ann 10 Leonard, Cheryl 10 Navarro, Mario 10 Robinson, Carl 10 Schindler, Melody 10 Scott, Anna 10 Tran, Mai Ngoc 15 Johannessen, Lauri 25 Boehm, Sharon 25 Derooy, Elizabeth 30 Cannon, Odessa	 Frances Haddon Morgan Center 20 Belas, Peter	 Green Hill School 5 Kirschenman, Eric 5 Sand, Keith 20 True, Douglas	 Indian Ridge Youth Camp 20 Springer, Josephine	 Lakeland Village 5 Kittams, Robert 10 Croston, Marjorie 10 Storey, Candice 15 Spilker, Ralph 20 Boeoy, Casey Jr. 25 Bordeaux, Carol 25 Olson, Joe 25 Transue, Juanita	 Maple Lane School 5 Manthorne, Lorne 5 Slaughter, Carla	 Mission Creek Youth Camp 15 Tiffany, Darlene	 Rainier School 5 Butler, Janet 5 Dean, Wayne	 Yakima Valley School 5 Gendron, Donna 5 Rentschler Traub, Ck 10 Garza, Carlos 15 Gaston, Theodore 15 Muir, Alicia 20 Hewett, Norine
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These employees celebrated service anniversaries in March 1999